

ANDREA “NICHOLE” PRICE, MS LPC CGDC

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(816)822-1922 ext. 6

Hello and welcome! I am a licensed professional counselor and independent therapist offering individual, couples, and group psychotherapy. It is my goal to provide you with the highest quality of care in a safe and confidential environment. To begin, there is some important information that I'd like to share with you and I hope you will find it helpful.

APPOINTMENTS

Aside from your first and longer intake assessment appointment, I generally schedule therapy sessions for 60 minutes; 50 minutes of this hour will be face-to-face with you, and the remaining 10 minutes are used to complete administrative tasks related to our session. Your therapy fees pay for this 60 minutes plus any time I may for session planning or preparation as well as any professional consultation I may need to do for your case.

CANCELATIONS

You will be charged 50% of your session's fee for any appointments you cancel with less than 24 hours advanced notice. In this regard, please note that our phone message service can be accessed 24 hours a day so it will always be possible for you to leave me a message in the event you need to cancel. In the event you do not present for a scheduled therapy session AND have not informed me you would be absent, you will be charged 100% of your session's fee. Please note that insurance companies do not cover cancellation fees. In the event that I must cancel our session within 24 hours of the scheduled start time, I will inform you ASAP and will credit your account with a “free late cancellation” for the future. This means you will have a sort of “Get out of jail free” card, to use for a future late cancellation you may need. Additionally, if you find you are running more than 15 minutes late for our session, I would appreciate a call so we can discuss and decide on the appropriate option for you at the time (e.g., meet for a shortened session versus rescheduling).

ELECTRONIC COMMUNICATIONS

While most of our interactions will occur face-to-face, in-session, either of us may have a need to communicate with each other between sessions. You are always free to phone my office number and extension and to leave a confidential voicemail there. For your convenience, and for non-emergent situations ONLY, I also use a business mobile phone where you can phone and leave confidential messages and/or send me text messages. This phone is only INFREQUENTLY monitored when I am away from the office.

Please also understand that accidents can happen to any of us and in the event one of our mobile phones is lost or stolen, there is a risk that any text messages we have sent between us could be viewed by an unauthorized person. Protecting your phone with a confidential passcode is the bare minimum you should do to mitigate this risk. My phone has such a passcode in place, for your information.

Similarly, some of my clients find it helpful to email about scheduling matters or brief questions, which I am open to. But again, recognize there is a risk that emails can be hacked and thus viewed by unauthorized persons. For that reason, I maintain a highly-secure and encrypted email account that meets HIPAA regulations. Any email that I may send you will be encrypted and much safer, as will be your direct replies to those emails. However, be advised that any email you send to me FIRST, will not have this added layer of security. **If you engage in any electronic communication with me as your therapist, you are thereby affirming your understanding of these risks AND that I, as your therapist, will not be responsible for any unauthorized disclosure of your information or identity that is the result of a lost/stolen phone and/or internet crime.**

CONFIDENTIALITY

Information we discuss in session will be handled in a confidential manner. In an effort to work more effectively with my clients, I do occasionally, and anonymously, engage in in case consultation with other professionals. However, there will not be specific disclosure of information about you without your knowledge and written consent, unless you or another person were in imminent risk of harm, or if a judge commands me, in writing, to provide such information. If ever someone requests your records, I will attempt to inform you via whatever contact information I still have on-file.

EMERGENCIES

In the event of an emergency, please call our 24-hour answering service at (913)967-1131. Please inform the operator that it is an emergency so that your call can be addressed through appropriate channels. If you are in a mental health crisis, you can also speak to someone 24 hours per day, 365 days a year by dialing 1-800-273-8255 OR by texting 'home' to 741-741. Additionally, you can **always** go to your nearest emergency room if you are feeling unsafe.

FEES FOR SERVICES

My standard fee is \$190 for the initial intake assessment, and \$130 per hour for psychotherapy. Co/ payment is required at the time of each session unless prior arrangements have been made. At this time, I am an Out-of-Network provider for most insurance companies. If you hope or plan to use health insurance benefits for your therapy, please contact your insurance company to inquire directly about your specific plan's benefits and coverage. If you will be using your insurance, please bring your insurance card with you to the first session.

I do not charge a fee for phone calls about changes in scheduling and other brief (10 minutes or less) calls. I do charge for professional consultation over the phone, with calls over 10 minutes billed in quarter-hour increments. If my work with you includes any legal involvement (e.g., court testimony, attorney consultation, etc.), my fee is \$275 per hour. I also require a minimum of one week's prior notice in order to attend a deposition or court proceeding.

BILLING

My office provides "Courtesy Billing" services for your convenience. This means we are happy to submit claims directly to your insurance company for your services, collect payment from you directly, and send you a monthly statement of activity on your account. But due to the small nature of my business, we are unable to perform the operations of a larger billing department, such as initial and later inquiries into your coverage and benefits, or complicated trouble-shooting with your insurance or 3rd party payor. If you have questions or concerns regarding your insurance, it will be your responsibility to inquire directly with them for resolution. Failure to pay your account may result in your account being turned over to our collection agency. If circumstances arise that make it difficult to pay in-full after each service, please let me know so that we can make arrangements, as I will not turn your account over to collections if we agree to a payment plan and you are making a good faith effort to pay regularly.

More detailed information about my practices and HIPAA guidelines can be found in the Service Agreement that you will receive. If you have any questions about the above, or about any aspect of the therapy process, please feel free to ask me. I very much look forward to working with you.

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I have read, understand, and agree to comply with the communication, scheduling, and payment conditions listed above.

Signed

Date